Annexure D

Service Level Standards

Western Cape: Bergrivier Municipality (WC013) - Schedule of Service Delivery Standards

Description	Ref	Year C-2	Year C-1	Year C-0	Current year			
Standard		Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	Service Level
Solid Waste Removal								
Premise based removal (Residential Frequency)		Weekly	Weekly	Weekly	Weekly	Weekly	Weekly	Weekly
Premise based removal (Business Frequency)		Weekly x2	Weekly x2	Weekly x2	Weekly x2	Weekly x2	Weekly x2	Weekly x2
Bulk Removal (Frequency)		As Required	As Required	As Required	As Required	As Required	As Required	As Required
Removal Bags provided(Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
Garden refuse removal Included (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
Street Cleaning Frequency in CBD		Weekly	Weekly	Weekly	Weekly	Weekly	Weekly	Weekly
Street Cleaning Frequency in areas excluding CBD		Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
How soon are public areas cleaned after events (24hours/48hours/longer)		24 Hours	24 Hours	24 Hours	24 Hours	24 Hours	24 Hours	24 Hours
Clearing of illegal dumping (24hours/48hours/longer)		1 Day per week	1 Day per week	1 Day per week	1 Day per week	1 Day per week	1 Day per week	1 Day per week
Recycling or environmentally friendly practices(Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
Licenced landfill site(Yes/No)		Closure permits	Closure permits	Closure permits	Closure permits	Closure permits	Closure permits	Closure permits
Water Service								
Water Quality rating (Blue/Green/Brown/N0 drop)		SANS241	SANS241	SANS241	SANS241	SANS241	SANS241	SANS241
Is free water available to all? (All/only to the indigent consumers)		only indigent customers	only indigent customers	only indigent customers	only indigent customers	only indigent customers	only indigent customers	only indigent customers
Frequency of meter reading? (per month, per year)		Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		3	3	3	3	3	3	3
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		3	3	3	3	3	3	3
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)								
One service connection affected (number of hours)		6 hours	6 hours	6 hours	6 hours	6 hours	6 hours	24 hours
Up to 5 service connection affected (number of hours)		6 hours	6 hours	6 hours	6 hours	6 hours	6 hours	24 hours
Up to 20 service connection affected (number of hours)		6 hours	6 hours	6 hours	6 hours	6 hours	6 hours	24 hours
Feeder pipe larger than 800mm (number of hours)		N/A	N/A	N/A	N/A	N/A	N/A	N/A
What is the average minimum water flow in your municipality?		Sufficient	Sufficient	Sufficient	Sufficient	Sufficient	Sufficient	Sufficient
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
How long does it take to replace faulty water meters? (days)		3 Working days	3 Working days	3 Working days	3 Working days	3 Working days	3 Working days	3 Working days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No	No	No	No	No	No	No
Electricity Service								
What is your electricity availability percentage on average per month?		100%	100%	100%	100%	100%	100%	100%
Do your municipality have a ripple control in place that is operational? (Yes/No)		No	No	No	No	No	No	No
How much do you estimate is the cost saving in utilizing the ripple control system?		N/A	N/A	N/A	N/A	N/A	N/A	N/A

Description Standard	Ref	Year C-2 Actual Outcome	Year C-1 Actual Outcome	Year C-0 Audited Outcome	Current year Original Budget	Current year Adjusted Budget	Current year Full Year Forecast	Service Level
What is the frequency of meters being read? (per month, per year)		Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		3	3	3	3	3	3	3
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		3	3	3	3	3	3	3
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)								
Are accounts normally calculated on actual readings? (Yes/no)		yes	yes	yes	yes	yes	yes	yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
How long does it take to replace faulty meters? (days)		3 Working days	3 Working days	3 Working days	3 Working days	3 Working days	3 Working days	3 Working days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
How effective is the action plan in curbing line losses? (Good/Bad)		Good	Good	Good	Good	Good	Good	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)		14 Working days	14 Working days	14 Working days	14 Working days	14 Working days	14 Working days	14 Working days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		3 Working days	3 Working days	3 Working days	3 Working days	3 Working days	3 Working days	3 Working days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		3 Working days	3 Working days	3 Working days	3 Working days	3 Working days	3 Working days	3 Working days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		3 Working days	3 Working days	3 Working days	3 Working days	3 Working days	3 Working days	3 Working days
Sewerage Service								
Are your purification system effective enough to put water back in to the system after purification?		Yes	Yes	Yes	Yes	Yes	Yes	Yes
To what extend do you subsidize your indigent consumers?		100%	100%	100%	100%	100%	100%	100%
How long does it take to restore sewerage breakages on average								
Severe overflow? (hours)		6 hours	6 hours	6 hours	6 hours	6 hours	6 hours	6 hours
Sewer blocked pipes: Large pipes? (Hours)		6 hours	6 hours	6 hours	6 hours	6 hours	6 hours	24 hours
Sewer blocked pipes: Small pipes? (Hours)		6 hours	6 hours	6 hours	6 hours	6 hours	6 hours	24 hours
Spillage clean-up? (hours)		6 hours	6 hours	6 hours	6 hours	6 hours	6 hours	24 hours
Replacement of manhole covers? (Hours)		24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Road Infrastructure Services								
Time taken to repair a single pothole on a major road? (Hours)		48 Hours	48 Hours	48 Hours	48 Hours	48 Hours	48 Hours	72 Hours
Time taken to repair a single pothole on a minor road? (Hours)		48 Hours	48 Hours	48 Hours	48 Hours	48 Hours	48 Hours	72 Hours
Time taken to repair a road following an open trench service crossing? (Hours)		48 Hours	48 Hours	48 Hours	48 Hours	48 Hours	48 Hours	72 Hours
Time taken to repair walkways? (Hours)		48 Hours	48 Hours	48 Hours	48 Hours	48 Hours	48 Hours	72 Hours
Property valuations								

Description / Standard	Ref	Year C-2 Actual Outcome	Year C-1 Actual Outcome	Year C-0 Audited Outcome	Current year Original Budget	Adjusted Budget	Full Year Forecast	Service Level
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		1	1	1	1	1	1	1
Do you have any special rating properties? (Yes/No)		No	No	No	No	No	No	No
Financial Management								
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)		Decrease	Decrease	Decrease	Decrease	Decrease	Decrease	Decrease
Are the financial statement outsources? (Yes/No)		Only for review	Only for review	Only for review	Only for review	Only for review	Only for review	Only for review
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?		No	No	No	No	No	No	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?		30 Days	30 Days	30 Days	30 Days	30 Days	30 Days	30 Days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?		No	No	No	No	No	No	No
Administration								
Reaction time on enquiries and requests?		immediately	immediately	immediately	immediately	immediately	immediately	immediately
Time to respond to a verbal customer enquiry or request? (working days)		immediately	immediately	immediately	immediately	immediately	immediately	immediately
Time to respond to a written customer enquiry or request? (working days)		immediately	immediately	immediately	immediately	immediately	immediately	immediately
Time to resolve a customer enquiry or request? (working days)		1-2 days	1-2 days	1-2 days	1-2 days	1-2 days	1-2 days	1-2 days
What percentage of calls are not answered? (5%,10% or more)		5	5	5	5	5	5	5
How long does it take to respond to voice mails? (hours)		NA	NA	NA	NA	NA	NA	NA
Does the municipality have control over locked enquiries? (Yes/No)		yes	yes	yes	yes	yes	yes	yes
Is there a reduction in the number of complaints or not? (Yes/No)		yes	yes	yes	yes	yes	yes	yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)		1 day	1 day	1 day	1 day	1 day	1 day	1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?		When needed	When needed	When needed	When needed	When needed	When needed	When needed
Community safety and licensing services								
How long does it take to register a vehicle? (minutes)		5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes
How long does it take to renew a vehicle license? (minutes)		5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)		5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes
How long does it take to de-register a vehicle? (minutes)		5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes
How long does it take to renew a drivers license? (minutes)		10 Minutes	10 Minutes	10 Minutes	10 Minutes	10 Minutes	10 Minutes	10 Minutes
What is the average reaction time of the fire service to an incident? (minutes)		15 - 20 Minutes	15 - 20 Minutes	15 - 20 Minutes	15 - 20 Minutes	15 - 20 Minutes	15 - 20 Minutes	15 - 20 Minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)								

Description	Ref	Year C-2	Year C-1	Year C-0	Current year			Service Level
Standard		Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)								
Economic development								
How many economic development projects does the municipality drive?		A comprehensive economic strategy	A comprehensive economic strategy	A comprehensive economic strategy	A comprehensive economic strategy	A comprehensive economic strategy	A comprehensive economic strategy	A comprehensive economic strategy
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		Impossible to quantify	Impossible to quantify	Impossible to quantify	Impossible to quantify	Impossible to quantify	Impossible to quantify	Impossible to quantify
What percentage of the projects have created sustainable job security?		All the projects	All the projects	All the projects	All the projects	All the projects	All the projects	All the projects
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)		yes	yes	yes	yes	yes	yes	yes
Other Service delivery and communication								
Is a information package handed to the new customer? (Yes/No)		No	No	No	No	No	No	No
Does the municipality have training or information sessions to inform the community? (Yes/No)		yes	yes	yes	yes	yes	yes	yes
Are customers treated in a professional and humanly manner? (Yes/No)		yes	yes	yes	yes	yes	yes	yes